

## Contact us

Call 1800 052 674

Email [redress@rav.org.au](mailto:redress@rav.org.au)

Visit [www.rav.org.au/Redress](http://www.rav.org.au/Redress)

### About Relationships Australia Victoria

Relationships Australia Victoria (RAV) is a valued provider of specialist family and relationship services. Our vision is for positive, safe and respectful relationships for couples, families, schools, workplaces and communities.

We provide services from 17 locations in metropolitan Melbourne and regional Victoria.

Our diverse range of services include individual, relationship and family counselling, family dispute resolution (mediation), relationship skills courses, mental health services, senior relationship services, family violence prevention, support and recovery services, and professional development and training.

## National Redress Scheme

For people who have experienced institutional child sexual abuse

Redress Support Services are funded by the Australian Government Department of Social Services.

# Redress Support Services

Free, confidential support for anyone making, or considering making, an application through the National Redress Scheme.



*Relationships Australia*<sup>®</sup>

VICTORIA

## What are Redress Support Services?

RAV is funded by the Australian Government Department of Social Services to provide Redress Support Services. We can offer free and confidential support to anyone making, or considering making, an application through the National Redress Scheme.

## What is the National Redress Scheme?

The National Redress Scheme is the Australian Government's response to the Royal Commission into Institutional Responses to Child Sexual Abuse. The Scheme offers acknowledgement and support to people who:

- experienced institutional child sexual abuse before 1 July 2018, and
- were born before 30 June 2010, and
- are Australian citizens or permanent residents.

Redress is an alternative to seeking compensation through the courts. The Scheme offers three components of Redress:

- access to counselling
- a Redress payment
- acknowledgement and recognition, for those who want it, through a direct personal response (a direct apology) from the institution responsible for the abuse.

The National Redress Scheme commenced on 1 July 2018. Applications for the Scheme will be accepted until 30 June 2027.

If you would like more information about the Scheme, please visit [www.nationalredress.gov.au](http://www.nationalredress.gov.au) or contact the National Redress Scheme by calling 1800 737 377.

## How we can help

Deciding whether to apply for the National Redress Scheme can be difficult. Redress Support Services can assist you with this decision and refer you as needed to other relevant services.

We can offer trauma-informed support to assist with your decision making and to ensure that you understand all of the options that are available to you.

We can provide practical and emotional support including:

- providing information about the National Redress Scheme and answering your questions
- assistance to complete a National Redress Scheme application, including writing your victim impact statement, and support and advocacy throughout the process
- supportive counselling to help you to manage the emotional impact of the application process
- practical and emotional support for your family and loved ones
- connections with, and referrals to, other services, including legal and financial counselling services, and personal or family therapy
- assistance to understand the outcome of your National Redress Scheme application.

## What do I do next?

Call 1800 052 674 to speak to our Redress Support Services for information, support or to make an appointment.